



The Division of Milwaukee Child Protective Services (DMCPS) works with families to ensure the safety and well-being of children. With its many community partners, DMCPS provides services to families in crisis that help keep children safely in the home. When it is necessary, DMCPS looks to foster and adoptive families to provide appropriate temporary and permanent homes for children who cannot live with their parents.

The Division of Milwaukee Child Protective Services is a state agency under the Wisconsin Department of Children and Families.

**Report suspected child abuse or neglect by calling  
414-220-SAFE (7233)**

*DCF is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact (414) 343-5500. For civil rights questions call (608) 422-6889 or (866) 864-4585 TTY (Toll Free).*

DCF-P-PFS4106 (R. 10/2015)

#### **DMCPS State Staff**

Access Unit (Receives reports of abuse/neglect.)  
Initial Assessment Units (Assesses reports.)  
Administration  
635 North 26<sup>th</sup> Street  
Milwaukee, WI 53233  
(North 26<sup>th</sup> Street and Wisconsin Avenue)  
Phone (414) 343-5500  
Web address: <http://dcf.wisconsin.gov/bmcw/>

#### **Children's Hospital of Wisconsin Community Services**

Ongoing Case Management  
Intensive In-Home Services  
Foster Parent Licensing/Support  
620 S. 76th. St., Suite 120  
West Allis, WI 53214  
Phone: (414) 453-1400  
Web address: [www.chw.org](http://www.chw.org)

#### **SaintA**

Ongoing Case Management  
Intensive In-Home Services  
Foster Parent Licensing/Support  
6737 W. Washington St., Suite 4400  
West Allis, WI 53214  
Phone: (414) 463-1880  
Web address: [www.sainta.org](http://www.sainta.org)

#### **Lad Lake**

Independent Living  
225 W. Capitol Drive,  
Milwaukee, WI 53212  
Phone (414) 332-2623  
Web address: [www.ladlake.org/](http://www.ladlake.org/)

#### **Professional Services Group (PSG)**

1126 South 70<sup>th</sup> Street, Suite N200  
West Allis, WI 53214  
Phone: (414) 475-4200  
Web address: [www.psgcip.com/](http://www.psgcip.com/)

#### **Milwaukee County Behavioral Health Services**

Family Intervention and Support Services  
9201 W. Watertown Plank Road, Suite 408  
Milwaukee, WI 53226  
Phone: (414) 257-4319



## **Division of Milwaukee Child Protective Services**



## **Serving Families in Milwaukee County**

The following services are within the legal jurisdiction of the Division of Milwaukee Child Protective Services (DMCPS). Some are provided directly by DMCPS; others are contracted to the agencies listed. Child welfare services are initiated to provide the immediate protection of children.



## Access

### *Division of Milwaukee Child Protective Services*

This unit takes referrals on cases of alleged child abuse/neglect from the public. The (414) 220-SAFE line is answered 24 hours, every day. Access workers screen calls to determine if the report meets the state standards of abuse or neglect. Those reports screened in for a safety assessment are assigned a response time before forwarding the case to the Initial Assessment unit.

## Initial Assessment

### *Division of Milwaukee Child Protective Services*

Initial Assessment staff conduct a safety assessment of the child during a visit at the child's school, home, or other location. They also determine if the alleged maltreatment has occurred. The Initial Assessment specialist interviews the family and others involved with the child to get a complete picture of family functioning and identify current and impending dangers. Services to ensure the safety of the child will be put into place in the home if the child is found to be unsafe. If the parent cannot or will not control for safety, the child may be taken into temporary physical custody.

## Case Assignment & Placement

### *Professional Services Group*

When DMCPS determines that a family needs help to keep children safe, a case is transferred from Initial Assessment to either the Intensive In-Home Services unit or the Ongoing Case Management unit. The Placement unit assigns the case to a partner agency. If the child is going to be placed in out-of-home care, the Placement unit also provides the agency with the needs of the child or sibling group so that a suitable foster family can be located. If the child is to be placed with relatives, which is preferred, background checks will be done to ensure the relative's home is a safe place for the child. A relative search will also be done so relatives can be notified that the child has come into care.

## Intensive In-Home Services

### *Children's Hospital of Wisconsin Community Services and SaintA*

Intensive In-Home Services are provided when a safety assessment determines that the children can remain safely in the home with services in place that address the safety issues. DMCPS's partners provide core services that help families deal with issues that may put the child at risk. An Intensive In-Home Services worker visits the home to work with the family.

## Ongoing Case Management

### *Children's Hospital of Wisconsin Community Services and SaintA*

When a child's safety cannot be maintained in the home, court intervention is sought and a Child in Need of Protection or Services (CHIPS) order established. CHIPS cases are monitored by case managers. Post-reunification services are offered to families for up to one year after the court case closes. The case manager ensures the family receives the services it needs to work toward reunification or some other form of permanency for the child. The case manager also supports the foster parents to ensure the needs of the child are met.

## Staff Development and Foster Parent Training

### *Milwaukee Child Welfare Partnership for Professional Development – Helen Bader School of Social Welfare*

The Helen Bader School of Social Welfare at the University of Wisconsin–Milwaukee partners with DMCPS to provide both staff development and foster parent training.

## Family Intervention, Support, and Services (FISS)

### *Milwaukee County Behavioral Health Services*

FISS serves adolescents from the age of 12 to 17 and their families who approach Juvenile Court to file petitions to declare the minor to be in need of service and supervision. Milwaukee County Behavioral Health Services assesses the family's needs and refers them either to FISS Services or community resources to avoid court intervention.

## Kinship Care

### *Professional Services Group (PSG)*

Families caring for children of relatives may be eligible to receive financial assistance. Kinship Care representatives visit the home to learn why the child is not living with the parent and identify services needed. DMCPS and PSG administer the program in Milwaukee County.

## Independent Living

### *Lad Lake*

All youth who have been court-ordered into out-of-home placement for a minimum of six months after the age of 15 are eligible for Independent Living services. These services are provided as part of case management. At the age of 18, youths are referred to the Lad Lake Connections program for assistance in locating housing, employment, education programs, and other services. They are eligible for these services until the age of 21.